



## **Manager of Support Services**

### **Northwest Special Recreation Association (NWSRA)**

**Contact Name:** Sara Carey

**Contact E-mail:** [scarey@nwsra.org](mailto:scarey@nwsra.org)

**Contact Phone:** 847-392-2848

**Closing Date:**

**Salary:** \$58,051 - \$65,000 DOE

#### **Description:**

##### **POSITION SUMMARY**

Oversee and ensure that seasonal-based therapeutic recreation programs adhere to established schedules, specifications and budgets. Oversee and ensure all aspects of Lightning Athletics Program adhere to established schedule, specifications, and budgets. Oversee facilities and vehicles and supervise the Support Services department and all general program-based employees and Lightning Athletics Program employees.

##### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

###### **Personnel Management**

- Recruit, hire, orient, train, supervise and evaluate direct reports including ongoing communication through meetings, in writing and oversight of responsibilities.
- Evaluate the progress of employees and make recommendations to the supervisor for salary adjustments.
- Monitor development and coordination of department's projects in each area of responsibility.
- Oversee the supervision and monitor the progress on special projects for direct reports.
- Lead assigned employees in the development of programs, policies and related service areas with the Administrative Team.
- Assist in the hiring process for all Association employees as needed.
- Guide the professional and personal development of direct reports by seeking and creating opportunities for their further development.
- Provide proper orientation, job instruction training and in-service training for employees.

###### **Association Operations and Administration**

- Prepare reports, recommendations and complete special projects as required by supervisor.
- Select, recommend and inventory supplies and equipment which are associated with areas of supervision and responsibilities through inventorying, cleaning, inspection and re-stocking equipment and supplies.
- Complete assignments, including writing board reports, articles, letters and other correspondence; assisting with budget planning and preparation; proofreading employee's work and other documents and planning recognition activities.

- Cooperatively work with Executive Director, Administrative Team and Managers to plan the Association budget, produce quarterly reports, determine annual goals and objectives and personal goals for self and direct reports.
- Provide input to supervisors related to determining goals, budgets, supply and equipment needs, risk management resources, productivity and efficiency systems and employee development activities that may affect the Association's overall financial resources development.
- Use established purchasing procedures for purchasing, price quotes, formal bids and vendors for supplies, equipment and services.
- Develop and recommend policies and procedures for use by NWSRA and SLSF in providing safe and enjoyable programs and services.
- Maintain all required certifications.
- Actively participate in assigned team meetings, individual/supervisory meetings, planning or other Association meetings.
- Drive an Association or personal vehicle to all work-related events, programs and/or meetings as required.
- Solve complex problems, work efficiently and effectively under pressure while meeting all deadlines for projects, assignments and events.
- Participate regularly in continuing education opportunities, in-services, state and national opportunities as appropriate to increase awareness and knowledge and develop new skills and techniques.
- Ability to multi-task, prioritize and meet multiple deadlines under pressure while maintaining strong attention to detail.
- Ability to perform basic record keeping functions and to assist in the development of systems to streamline the process.

### **Communication and Outreach**

- Provide physical and emotional support to both children and adults with limitations when working and participating in activities requiring assistance. Must be able to respond to the needs of individuals with disabilities.
- Develop and maintain effective communications with special education teachers, social service workers, volunteers, part-time employees, community members, parents, Member District employees, sponsors, donors and association personnel.
- Represent NWSRA and SLSF at meetings, presentations, events, and expos supporting community access to recreation for individuals with disabilities related to the disability groups served by the Association, gather program suggestions and build awareness of Association services.
- Gather program and service suggestions and work with the Administrative Team to adjust program offerings and conduct surveys to gather the needs, interest, questions, suggestions and/or problems from participants, parents and employees.
- Treat public complaints and concerns with the utmost attention and courtesy.

### **Position Specific Responsibilities**

- Assist the Administrative Team with developing policies and procedures for use by NWSRA for coordinating the training and evaluation of part-time employees and volunteers working in recreation and leisure programs for individuals with disabilities.
- Assist the Administrative Team in identifying training needs for the NWSRA employees and coordinate training opportunities that better enable part-time/seasonal employees and volunteers.
- Assist the Management Team with seasonal program schedules for full-time recreation employees.
- Oversee the scheduling of part-time/seasonal program assignments.

- Member of Brochure Team to determine 1:1 programs that run and cancel per season while assisting in proofing of seasonal brochure.
- Ensure contractual program leaders have all liability completed and on file.
- Oversee general program trainings and year-round in-service trainings with Support Services Team.
- Assist with budgets for general programs, athletics, operations (facilities & vehicle), orientations and trainings and other activities.
- Serve as liaison between NWSRA and CILAs (Community Integrated Living Arrangement).
- Plan, coordinate and lead one overnight trip annually.
- Assist with coordination of Association annual music recital.
- Serve as Certified trainer for CPR/AED and First Aid for Association.
- Assist with recruitment outreach including attending job fairs, school career programs and community events.
- Coordinate Association part-time clothing purchases while maintaining clothing budget, working with vendors for price quotes, ordering, payment, delivery and distribution to employees.
- Oversee fieldwork process and paperwork for therapeutic recreation and non-therapeutic fieldwork hours.
- Member of Program Development Team.
- Assist with Association APIE (Assessment, Planning, Implement, Evaluation) process within programs.
- Implement programs of all types including general, clubs, special events, Leisure Education, camps, trips/overnights, Lightning Athletics, cooperative programs, Sensory Therapy or inclusive placements.
- Other duties needed to help drive our Vision, fulfill our Mission and abide by NWSRA's Core Values.

## **Safety**

- Understand safety policies; maintain a working knowledge of all general and department-specific safety policies; and inspect work and program areas for compliance with safe work practices and policies.
- Enforce safety policies by improving employee and public knowledge while correcting unsafe behavior and conditions.
- Cooperate and assist in the investigation of accidents/incidents and attend all required safety program and education meetings.

## **PHYSICAL REQUIREMENTS**

### **Agility/Dexterity**

- Ability to kneel, rotate body position and reach into small spaces such as workstations or other equipment.
- Ability to stoop, stand/sit for extended periods and walk for extended periods.
- Visual equity required to operate Association vehicles.

### **Weight Bearing**

- Ability to safely lift and transfer a minimum of 75 lbs. per load; or up to 40 lbs. of force constantly to move objects.
- Lift program equipment including tables/chairs and load Association vehicles.

### **Environmental Conditions**

- Ability to perform in a variety of weather conditions, ranging from mild to severe, year-round and in facilities that may range in temperature and/or have various exposures such as pool chemicals.

- Ability to handle multiple projects in a busy and/or noisy environment, quickly transition between duties, troubleshoot/problem solve and handle stress in a calm professional manner.
- Possible exposure to infectious diseases.

## **POSITION QUALIFICATIONS**

- Graduate from accredited college or university with a bachelor's degree in Therapeutic Recreation, Parks and Recreation or related field of study.
- Current National Council on Therapeutic Recreation Certification (NCTRC) or Certified Park and Recreation Professional (CPRP) or the ability to get certified within an allotted amount of time determined by the policy of the Association and/or the Executive Director.
- Minimum **three - five years** of full-time experience with planning and implementation of recreation programs for people with disabilities.
- Highly motivated, self-starter, outgoing and confident with excellent interpersonal and communication skills in the oral and written format is required.
- Demonstrate strong leadership qualities including confidence, maturity, flexibility and professionalism.
- Demonstrate thorough knowledge of the theory and philosophy of therapeutic recreation and community recreation and have a commitment to persons with disabilities.
- Ability to assess, plan, develop, implement and evaluate therapeutic recreation programs.
- Management style that includes well-developed organizational skills, proven administrative leadership and positive interactions with NWSRA employees, NWSRA Board of Directors, SLSF Board of Trustees, legislators and public.
- Demonstrate knowledge of and ability to work effectively with individuals with disabilities.
- Work independently, solve simple to complex problems, demonstrate dependability, promptness, punctuality and convey a positive attitude to others.
- Strong knowledge of budget processes, application and analysis.
- Serve as the vehicle for communication from the Executive Director to ensure that the mission, vision, policies and procedures of the Association are clearly communicated to all employees.
- Strong interpersonal skills and the ability to effectively communicate with employees, Board Members, student interns, volunteers, drivers, parents/guardians, participants, Member District and school district personnel, as well as members of the public and demonstrate a flexible, patient and courteous manner.
- Demonstrate decision making, advanced planning, organizational skills and the ability to perform required duties under stressful situations without supervision.
- First Aid/CPR/AED certification required or ability to obtain.
- Ability to attain Illinois Commercial Driver's License (CDL).
- Oversee and advise Operations Coordinator with job specific responsibilities such as vehicle and facility upkeep, safety training, supervision of drivers, facility requests, etc.
- Oversee and advise Athletics Coordinator with job specific responsibilities such as serving as NWSRA SOAD, follow the established timeline and details for SO, Maintain Class A status and coordinate part time and fulltime coaching statuses, etc.

## **Benefits we offer:**

- Medical Coverage
- Dental Coverage
- Vision Coverage
- Group Life Insurance
- AFLAC Indemnity Plans
- IMRF Pension Plan
- Mission Square Retirement 457b Plan
- Paid Holidays

- Vacation Days
- Sick Days
- Personal Days
- Employee Assistance Program (EAP)